

RNK, INC. D/B/A/ RNK TELECOM

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

D.T.E. 99-271

Respondent: Glenn Pokraka RNK
Controller

REQUEST: Department of Telecommunications and Energy

DATED: August 2, 2000

ITEM: DTE 1: [Checklist item # 14] *See* Supplemental Comments at 5-6: Please provide copies of any correspondence between RNK and BA-MA concerning the three billing “glitches” described on these pages.

REPLY: Per BA-MA’s preference, the problems were reported to BA-MA by telephone, in one case followed by email. There was no written correspondence as such between RNK and BA-MA regarding the relevant billing problems.

First, regarding “calls associated with an RNK customer’s bill but originat[ing] elsewhere,” presumably “collect calls,” RNK reported the problem to BA-MA upon receipt and examination of the 9/15/99 billing CD-ROM. In December, 1999, with the problem unresolved, RNK requested that BA-MA open a so-called “Trouble Ticket,” # 1778, on the matter. Upon RNK inquiry in February, 2000, RNK was informed that the matter had not proceeded, as the file was missing an “OCN,” available from RNK’s BA-MA Account Manager. RNK does not now know (due to the subsequent termination of employment and current unavailability of the former RNK employee then handling the matter) whether we supplied the “OCN” to BA-MA or whether they were able to obtain it from their own records but, upon inquiry this week, BA-MA indicates that the “ticket” was subsequently “closed” unbeknownst to RNK, reason unknown. It will now be reopened.

Second, regarding the “Bay State East” calling plan problem, similarly, a BA-MA “Trouble Ticket,” # 02197, was opened on 12/8/99 and RNK was informed that BA-MA would attempt to rectify the problem. Upon further inquiry, RNK was informed that the “ticket” was closed in May, 2000, “due to the age of the ticket.” RNK was not informed of any action that may have been taken on the ticket, nor of the fact that the matter has been “closed” by BA-MA without rectifying the problem. Upon recent RNK inquiry, this matter too has now been reopened.

On the third matter regarding the random erroneous assignment of “inclusion indicators,” RNK reported the problem to our BA-MA Account Manager after receipt of the first erroneous bill (April, 2000). Not hearing anything, RNK called in a “Trouble Ticket,” # 32921, in July, 2000, followed by the attached email to BA-MA supervisory personnel. We were informed thereafter that the problem had been rectified for the July 15, 2000 CD-COM, which we just received today and will check in ordinary course for the information.